

John J. Pringle, Jr.
Direct dial: 803/343-1270
jpringle@ellislawhorne.com

June 4, 2010

FILED ELECTRONICALLY

The Honorable Jocelyn G. Boyd
Clerk
South Carolina Public Service Commission
P.O. Drawer 11649
Columbia, SC 29211

RE: Application for the Transfer of Certificate of Public Convenience and Necessity
#9662-A from Cardinal Moving and Storage, Inc. to DeHaven's Transfer &
Storage of Charlotte, Inc.
Docket No. 2009-196 -T, **ELS File. #1859-11630**

Dear Jocelyn:

Attached please find the Verified Testimony and Exhibits of Robert Long for filing on behalf of DeHaven's Transfer & Storage of Charlotte, Inc. ("DeHaven's"). As there are no intervenors in this Docket, DeHaven's requests that the Commission consider this Application without a formal hearing and via expedited review, at its next scheduled meeting.

The Office of Regulatory Staff ("ORS") has reviewed the attached testimony and exhibits, and has no objection to the Commission's consideration of this Application via expedited review.

Accordingly, in the event the Commission determines not to grant expedited review, DeHaven's requests that the hearing currently scheduled for Wednesday June 9th be continued.

With kind regards, I am

Yours truly,

/s John J. Pringle, Jr.
John J. Pringle, Jr.

JJP/cr

cc: Shealy Boland Reibold, Esquire (via electronic mail service)
Mr. Robert Long (via first-class mail service)

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2009-196-T

IN RE:)
)
Application for the Transfer of)
Certificate of Public Convenience and) **VERIFIED TESTIMONY OF**
Necessity #9662-A from Cardinal) **ROBERT LONG**
Moving and Storage, Inc. to DeHaven's)
Transfer & Storage of Charlotte, Inc.)

1 **Q. Will you please state your name and business address.**

2 A. My name is Robert Long and my business address is 2213 Distribution Center Drive,
3 Suite L, Charlotte, NC 28269.

5 **Q. By whom are you employed and in what capacity?**

6 A. I am the President of DeHaven's Transfer & Storage of Charlotte, Inc. ("DeHaven's"),
7 DeHaven's Transfer & Storage, Inc. located in Durham, North Carolina, and DeHaven's
8 Transfer & Storage of Wilmington, Inc.

10 **Q. Please describe your duties for the company.**

11 A. I oversee the day-to-day operations of the three moving companies listed above.

13 **Q. Please give a brief description of your background and experience in the household**
14 **goods business.**

15 A. I am a third-generation mover. I began conducting moves 32 years ago moving offices

1 and laboratories. In 1985, I became Vice President of operations for commercial
2 relocations, and in 1997 I became President of DeHaven's Transfer and Storage, Inc.

3
4 **Q. What is the purpose of your testimony?**

5 A. The purpose of my testimony is to present evidence describing the technical, managerial
6 and financial fitness of DeHaven's to provide statewide household goods moving
7 services granted in the Class E Certificate of Public Convenience and Necessity No.
8 9662-A originally issued to Cardinal Moving and Storage, Inc. ("Cardinal") on March 14,
9 2000. In addition, the purpose of my testimony is to show that the public interest will be
10 served by approval of the transfer of the certificate of public convenience and necessity.

11
12 **Q. Would you like to incorporate by reference any documents into your testimony?**

13 A. Yes. I would like to incorporate by reference the Company's application and exhibits
14 previously filed with this Commission.

15
16 **Q. Has DeHaven's registered to do business in South Carolina?**

17 A. Yes, DeHaven's was issued a Certificate of Authorization on March 11, 2008. This
18 document was attached to the Application as Exhibit C.

19
20 **Q. Is DeHaven's certificated by any other State or Federal Agencies to provide
21 Household Goods moving services or any other transportation services?**

22 A. Yes, DeHaven's was issued an Order Granting Application for Certification of
23 Exemption by the North Carolina Utilities Commission on February 24, 2009. A copy of

1 this Order was attached to the Application as Exhibit D. In addition, DeHaven's affiliate
2 companies, DeHaven's Transfer and Storage, Inc. and DeHaven's Transfer and Storage
3 of Wilmington, Inc. also hold authority to conduct intrastate moves in North Carolina.
4 Additionally, the DeHaven's companies perform interstate moves as agents for North
5 American Van Lines.

6
7 **Q. Are you familiar with the South Carolina laws, regulations and rules which govern**
8 **intrastate household goods movers in South Carolina?**

9 A. Yes, I am. As mentioned above, I have been involved in the household goods moving
10 business full time since 1985, and the DeHaven's companies described above currently
11 operate on a regulated basis for both intrastate operations in North Carolina, and on an
12 interstate basis as agents.

13
14 **Q. Will you agree to comply with all South Carolina laws, regulations and rules**
15 **applicable to household goods carriers?**

16 A. The Company will do so.

17
18 **Q. Are there any judgments outstanding against the Company?**

19 A. No there are not.

1 **Q. How many employees does the Company currently have?**

2 A. The three DeHaven's Companies have more than seventy-five (75) employees. The
3 Applicant DeHaven's typically has between twelve (12) and twenty-five (25) employees,
4 based upon the seasonal nature of moving.

5
6 **Q. What kind of training do your employees receive?**

7 A. The Company uses training videos for moving and handling that have been provided by
8 North American Van Lines and the American Moving and Storage Association (AMSA).
9 We do highway safety and OSHA training provided by the J.J. Keller Company.

10
11 **Q. Have any employees or drivers of the Company received any additional**
12 **certifications?**

13 A. A number of our drivers hold Class A, B, or C Commercial Drivers' Licenses.

14
15 **Q. Describe the financial condition of the Company.**

16 A. DeHaven's submitted its balance sheet as Exhibit H to the Application to show it has the
17 financial resources to operate successfully as a household goods moving company in
18 South Carolina. In addition, attached hereto as **Exhibit One** are a balance sheet and
19 income statement for year-end 2009, as well as a balance sheet and income statement for
20 January 1-May 25th of 2010. As set forth therein, DeHaven's has cash resources to
21 support its operations.

1 **Q. Does the Company have access to additional capital if necessary?**

2 A. Yes it does. The Companies hold a line of credit with Wachovia Bank.

3

4 **Q. Are you careful and safe in conducting moves?**

5 A. Yes we are. With access to skilled personnel, professional equipment, and over 50 years

6 of moving experience, DeHaven's expertly performs relocations for individuals, families,

7 businesses, universities, and government agencies. DeHaven's staff consists of carefully

8 selected professional managers and move coordinators, who direct each part of a move

9 from start to finish. DeHaven's uses the most highly qualified drivers in the industry,

10 experienced packers, and specialized service technicians to get the job done right.

11

12 **Q. Have any complaints been brought against you in connection with moves?**

13 A. From time to time the Company receives complaints from customers. All such

14 complaints have been resolved in a timely manner to the satisfaction of the Customer.

15

16 **Q. Describe the company's facilities.**

17 A. The Company leases a 50,000 square foot concrete warehouse in an industrial part off of

18 Interstates 85 and 77 in Charlotte. This facility includes approximately 2,500 square feet

19 of office space. This facility also has approximately five hundred (500) residential

20 storage vaults.

1 **Q. How many trucks does the Company own and operate?**

2 A. Please see the updated equipment list attached hereto as **Exhibit Two**. In addition,
3 DeHaven's of Durham has over thirty vehicles, and DeHaven's of Wilmington has
4 approximately eight (8) vehicles.

5
6 **Q. Will you mark your trucks with the Company's SC ORS Number?**

7 A. Yes we will.

8
9 **Q. Do your vehicles receive regular inspections?**

10 A. Yes they do.

11
12 **Q. Will the Company operate under the Commission's insurance requirements?**

13 A. Yes it will. DeHaven's has obtained liability and cargo insurance in the amounts
14 required by this Commission and its Certificate of Liability Insurance form was attached
15 to the Application as Exhibit G.

16
17 **Q. Will the Company provide a copy of its bill of lading to the Commission and to the**
18 **ORS?**

19 A. Yes. A copy of the Bill of Lading we use in North Carolina is attached hereto as **Exhibit**
20 **Three**. I am aware that Bill of Lading may need to be modified to comply with South
21 Carolina law.

1 **Q. What brought about this application?**

2 A. Cardinal Moving and Storage, Inc., (Cardinal), the holder of Certificate of Public
3 Convenience and Necessity No. 9662-A, filed for bankruptcy. Prior to the bankruptcy
4 filing, Cardinal and DeHaven's entered into an agreement between the parties through
5 which various assets (including the Certificate) were transferred to DeHaven's. The
6 transaction between Cardinal and DeHaven's closed on December 11, 2008. A copy of
7 the agreement was attached to the Application as Exhibit E.

8
9 **Q. What is the status of the Cardinal bankruptcy?**

10 A. The bankruptcy is pending in the United States Bankruptcy Court for the Eastern
11 District of North Carolina, under case number 08-08989-8-JRL. My understanding is
12 that the case is still open, as creditors have been offered the opportunity to file claims
13 in connection with certain assets remaining in the Cardinal bankruptcy estate.

14
15 **Q: Is the bankruptcy trustee for Cardinal aware of the transfer from Cardinal to**
16 **DeHaven's?**

17 A. Yes. In fact, Joseph Calloway, the Bankruptcy Trustee, has no objection to the
18 Certificate transfer.

19
20 **Q. Can you provide a brief history of the events that led up to the purchase of**
21 **Cardinal's assets by DeHaven's?**

22 A. Cardinal was originally granted a statewide household goods moving Certificate of Public
23 Convenience and Necessity ("Certificate") by the Commission on January 18, 1995 by

1 Order No. 95-66 in Docket No.94-725-T. The Company obtained Commission approval
2 for a change in ownership of Cardinal on February 18, 2000, via Order no 2000-168 in
3 Docket No. 1999-459-T. On April 10, 2008 Cardinal and Cardinal Relocation Group,
4 LLC (“Cardinal Relocation Group”) filed an application seeking Commission approval of
5 a transaction (effected through a number of transactions) through which Cardinal’s
6 ownership (its stock) was transferred from its two individual shareholders to Cardinal
7 Relocation Group. The Commission approved the transfer of ownership on June 26,
8 2008 via Order No. 2008-452 issued in Docket No. 2008-152-T. My attorney will
9 explain this in more detail, but it is important to keep in mind that Cardinal did not
10 transfer the Certificate to Cardinal Relocation Group, but instead became owned by
11 Cardinal Relocation Group. Thus, Cardinal maintained the Certificate and transferred
12 same to DeHaven’s in the transaction that is the subject of this proceeding.
13

14 **Q. Based on your knowledge, is there a current demand for South Carolina intrastate**
15 **moving services?**

16 A. Yes. As shown by the documents attached hereto as **Exhibit Four**, a number of
17 individuals have accessed the Company’s website and either sought information about
18 intrastate moves in South Carolina or actually called DeHaven’s about a move. Note that
19 the document showing phone calls all were calls concerning South Carolina moves,
20 because all such calls were to a specific toll-free number associated with South Carolina.
21 Furthermore, North American Van Lines intends to refer South Carolina intrastate moves
22 to DeHaven’s.

1 **Q. Has the Company already provided intrastate moves in South Carolina?**

2 A. No it has not.

3

4 **Q. Why would granting this application be good for South Carolina?**

5 A. Commission approval of the matters described in DeHaven's Application is in the public

6 interest. Grant of DeHaven's request to transfer Cardinal's Certificate described herein

7 will increase competition for household goods moving services within the State of

8 South Carolina.

9

10 **Q. Does this conclude your testimony?**

11 A. Yes it does.

VERIFICATION

STATE OF NORTH CAROLINA §
CITY OF _____ §

I, Robert Long, first duly sworn, on my oath and in my capacity as President of DeHaven's Transfer & Storage of Charlotte, Inc., state that I am authorized to provide Testimony on behalf of DeHaven's Transfer & Storage of Charlotte, Inc., and have knowledge of the matters stated in this Testimony, and that said matters are true and correct to the best of my knowledge and belief.

Name: Robert Long
Title: President
DeHaven's Transfer & Storage of Charlotte, Inc.

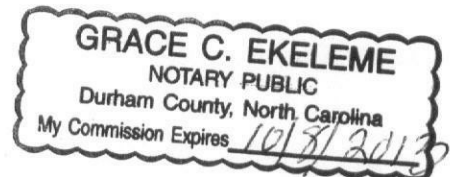
Robert M Long
Signature

Subscribed and sworn to (or affirmed) before me, Grace C Ekeleme Notary Public, on this 30 day of June, 2010 by Robert Long, personally known to me or proved to me on the basis of satisfactory evidence to be the person who appeared before me.

WITNESS my hand and official seal.

My Commission Expires: 10/8/2010

Grace C Ekeleme
Notary Public



BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2009-196-T

IN RE:)	
)	
Application for the Transfer of)	
Certificate of Public Convenience and)	CERTIFICATE OF SERVICE
Necessity #9662-A from Cardinal)	
Moving and Storage, Inc. to DeHaven's)	
Transfer & Storage of Charlotte, Inc.)	

This is to certify that I have caused to be served this day, one (1) copy of the **Verified Testimony of Robert Long** via electronic mail service addressed as follows:

VIA ELECTRONIC MAIL SERVICE

Shealy Boland Reibold, Esquire
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

s/John J. Pringle, Jr. _____
John J. Pringle, Jr.

June 4, 2010
Columbia, South Carolina